



**DEPARTMENT OF VETERANS AFFAIRS**  
**Regional Office**  
**1240 East Ninth Street**  
**Cleveland OH 44199**

July 15, 1999

**In Reply Refer To: 325/261**  
Information Letter 26-99-19

**TO: All Lenders and Sales Brokers Doing Business in Ohio,  
Pennsylvania, Michigan, Indiana, New Jersey, and Delaware**

**SUBJ: Certificates of Eligibility**

1. The Department of Veterans Affairs (VA) has established an Eligibility Center in Winston-Salem, North Carolina to improve service to veterans and lenders. The purpose of the Center is to determine entitlement for home loan benefits and issue Certificates of Eligibility. The Center uses an automated system and issues a simplified Certificate that is described in Change 30 to the VA Lender's Handbook (VA Pamphlet 26-7).

2. Effective August 1, 1999, all mailed requests for Certificates of Eligibility (VA Form 26-1880) from Ohio, Pennsylvania, Michigan, Indiana, New Jersey, and Delaware must be sent to the Eligibility Center in Winston-Salem. Mailed requests received by local VA Regional Offices after August 1, 1999, will be forwarded to the Eligibility Center for Processing.

3. Please use the following addresses:

Regular Mail

Eligibility Center  
P. O. Box 20729  
Winston-Salem, NC 27120

Overnight Mail

VA Regional Office  
Eligibility Center  
251 N. Main Street  
Winston-Salem, NC 27155

4. The Eligibility Center can be contacted at the following toll free number:

**1-888-244-6711**

The Center is responsible for thousands of determinations weekly, so the telephone line is normally quite busy. It may require several attempts to get through.

5. Although local VA Regional Offices will continue to provide eligibility assistance to veterans who visit in person, the ability to provide such service will be very limited and lenders must please refrain from treating "routine" circumstances as emergencies.

6. Thank you for your continuing participation in our program.

/s/

JAMES L. BRUBAKER, JR.  
Loan Guaranty Officer